



TRIDENT REFRIGERATION & AIR

PRIVACY POLICY

This Privacy Policy explains how Trident Mechanical Group Pty Ltd trading as Trident Refrigeration & Air (Trident) collects, uses, stores and discloses personal information in connection with its services, website, enquiries and customer relationships.

1. Who we are

Trident Mechanical Group Pty Ltd trading as Trident Refrigeration & Air provides air conditioning and refrigeration maintenance, diagnosis, repair and installation services in Western Australia.

ABN 27 701 545 315 | Refrigerant Trading Authorisation AU069862 | service@tridentair.com.au | tridentair.com.au

2. Personal information we may collect

We may collect personal information that is reasonably necessary to provide our services and operate the business, including:

- name, phone number, email address and service address;
- business or company details where relevant;
- details of enquiries, bookings, quotations, invoices and payments;
- information about air conditioning, refrigeration or related equipment at a property;
- photographs, service notes, readings, equipment details and job history created during service work;
- communications with us by phone, email, SMS, online forms or social media;
- information provided when requesting a quote, booking a service, submitting a review or contacting us; and
- limited technical information generated when you use our website, such as IP address, browser or device information and basic website logs.

3. How we collect personal information

We usually collect personal information directly from you when you contact us, request a service or quotation, complete an online form, approve work, make a payment, communicate with us or otherwise deal with Trident.

We may also receive information from an authorised representative, property manager, business contact, referral source, manufacturer, warranty provider or another person involved in arranging the work.

4. Why we collect, use and disclose personal information

We may collect, use and disclose personal information for purposes including:

- responding to enquiries and arranging bookings;
- providing quotations, maintenance, diagnosis, repair and installation services;
- creating service records and maintaining equipment history;
- invoicing, payment processing, accounting and debt management;
- communicating about bookings, parts, return visits, service reminders and completed work;
- administering warranties, manufacturer or service-agent requirements where applicable;
- safety, quality control, training and compliance purposes;
- improving our services and business systems;
- handling complaints, disputes or legal obligations; and
- sending relevant service reminders or business updates where permitted by law. You may opt out of marketing communications at any time.

5. Service records, photographs and job information

Trident may create photographs, readings, service notes and equipment records for job documentation, warranty support, safety, quality control and future service history. Customer-identifying information will not be used publicly without permission.

This reflects the approach set out in Trident's Standard Service Terms for service records and photographs.

6. Third-party service providers

We use third-party service providers to operate parts of the business. These may include field-service and booking software, email and productivity services, accounting software, payment providers, cloud hosting, website infrastructure and other professional or technology providers.



For example, online service enquiries may be submitted through ServiceM8, business email may be provided through Google Workspace, and website infrastructure may be provided through Cloudflare. Personal information may be disclosed to these providers where reasonably necessary for them to provide services to Trident.

7. Overseas processing and storage

Some technology and cloud service providers used by Trident may store or process information outside Australia or use infrastructure and support personnel located overseas. The countries involved can change as providers update their infrastructure.

Where Australian privacy law applies, Trident will take reasonable steps required by law in relation to overseas handling or disclosure of personal information.

8. Website and cookies

Trident's website may use basic technical logs, cookies or similar technologies required to operate, secure and understand use of the website. If analytics, advertising pixels or other tracking technologies are introduced, this policy will be updated where appropriate.

Links from our website to third-party services, including ServiceM8, are subject to the privacy practices of those providers once you leave the Trident website.

9. How we protect personal information

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Measures may include access controls, password protection, secure cloud services, device security and limiting access to information to people who need it for business purposes.

No method of electronic storage or transmission is completely secure, and Trident cannot guarantee absolute security.

10. Access and correction

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. We may need to verify your identity before providing access or making changes.

In some circumstances, access may be refused where permitted by law. If that occurs, we will explain the reason where required.

11. Privacy enquiries and complaints

If you have a question or concern about how Trident handles personal information, please contact us first so we can review the matter.

Email: service@tridentair.com.au

We will consider privacy enquiries or complaints in a reasonable timeframe and may ask for further information where needed. If applicable privacy law gives you additional complaint rights, you may also contact the Office of the Australian Information Commissioner (OAIC).

12. Changes to this policy

We may update this Privacy Policy as our business, technology systems or legal obligations change. The current version will be published on our website and will show the date of the latest update.

13. Australian privacy law

Trident aims to handle personal information responsibly and transparently. Where the Privacy Act 1988 (Cth) and Australian Privacy Principles apply to Trident, we will manage personal information consistently with those requirements. Nothing in this policy limits any rights or obligations that apply under law.